



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Gallatin River Communications L.L.C.**  
**d/b/a CenturyLink GRC**  
**for quarter ending September 30, 2012**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.00	1.70	1.70	1.80
B. Operator Answer Time - Information [730.510(a)(1)]	7.40	11.19 *	6.84	8.48
C. Repair Office Answer Time [730.510(b)(1)]	44.91	19.83	27.31	30.68
D. Business or Customer Service Answer Time [730.510(b)(1)]	13.00	12.26	10.83	12.03
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	93.50% *	96.82%	95.15%	95.09%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.14	1.16	1.02	1.11
H. Percent Repeat Trouble Reports [730.545(c)]	15.22%	16.78%	19.41%	17.05%
I. Percent of Installation Trouble Reports [730.545(f)]	12.22%	16.79%	15.10%	14.65%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	1	0

**Comments**



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